



### SPECIAL POINTS OF INTEREST:

- Website
- Cough&Colds
- Winter is upon us
- Online Patient Group
- Missed appointments
- Feedback

## MERRY CHRISTMAS EVERYONE !!!

We at Easthampstead Surgery would like to wish all our patients a very Happy Christmas and a very Happy & Healthy New Year.

May God's blessings be with you all and your families

Our website is up and running. Please take a look at

[www.easthampsteadsurgery.co.uk](http://www.easthampsteadsurgery.co.uk)

You can now Book and Cancel appointments on line.

Order repeat prescriptions Alter your contact details Please contact the surgery.

One of our receptionist will be pleased to set you up so you are free to use all services.

You will also find lots of interesting items on line from carers and helpline numbers to travel advise and our opening hours.

We have a questionnaire online and would love you to take a few moments of your time to let us know how we are meeting your needs and what you think we can do to improve our service to you our patients

We have set up a virtual PRG [Patient Representative Group] attached to the website. This will also help us to work with our patients to improve our services.

Please sign up on line. We will send you a small number of surveys per year that will help us know our patient views and help us improve our services to you.

Thank you, we look forward to working closer with you all in the future.

## The common cold

The common cold is caused by many different viruses so unfortunately there is as yet no vaccine against it. The virus produces the symptoms we are all familiar with of runny nose, temperature sore throat, aching limbs, headache and cough. Mostly symptoms will go in a week, and there is little one can do to speed this up. The best advice is to rest, drink plenty, take paracetamol or ibuprofen for the fever and aches and pains.

It is safer to avoid ibuprofen if you are asthmatic, or have a history of stomach ulcer or dyspepsia. The pharmacist may be able to advise on specific over the counter medications to help ease the blocked nose, cough etc.

As colds are caused by virus, antibiotics are ineffective against them. However it is possible to develop a secondary bacterial infection on top of the virus, so anyone who develops wheeze, difficulty breathing, coughs up blood or whose cough lasts more than 3 or 4 weeks should seek medical advice. These complications may be more likely to occur in smokers, asthmatics and those with chronic lung diseases.

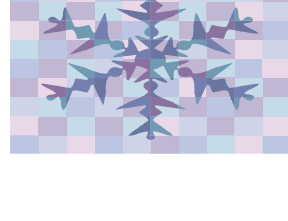
More information on this topic is available on the website

[www.patient.co.uk](http://www.patient.co.uk). Remember if in doubt please ring the surgery during surgery open hours or NHS Direct

## WINTER IS UPON US !

As last year we will do everything within our power to keep the surgery open during very bad weather and heavy snow. Most of our staff walked from home last year to keep Easthampstead open.

As patients remember you are welcome to phone and ask for a telephone consultation with a Doctor or Nurse. We ask that only patients only come into surgery when they feel it is absolutely necessary during very bad weather. The foot paths are often slippery and we want to keep everyone as safe as possible.



## ONLINE PATIENT GROUP

We would like to thank everyone who has signed up to our online patient representation group and especially to those who have offered us advice. We are very grateful for your time. We are always looking to improve our services to you and the patients feedback is vital for us to make decisions. Even if you are not yet a member of our group please feel free to drop us a note or email with your suggestions.

I would like especially to thank the Group for their 100% appreciation of our receptionists. We are very proud of them all, who do a sterling job each day.

## Missed Appointments

Thank you to everyone who has noted this from the last news letter. A reminder; Please help us by cancelling any appointments that are no longer required ASAP so we can free them up for other patients. You can cancel appointments, in person, by Fax or Telephone or online via our website. Thank you for your help in this matter in keeping our surgery running as efficiently as possible for the good of all.

## FEEDBACK

We would very much like our patients to be part of this news letter. If any one would like to submit an article related to the surgery please feel free to submit your article to our Practice Manager, Jennie Ford, either in writing or on line via the website.